Council of Applied Economic Research (NCAER) of some of the Customer Service Centres in he counry and a sample survey conducted by the Reserve Bank of India (RBI) have revealed that there has been perceptible improvement in the customer service of public sector banks. A few areas of customer service where the improvement was not found satisfactory have been pointed out to banks for special attention and action.

A number of measures have been taken to bring about improvement in customer service of public sector banks. These measures have included evolution of time norms for rendering common services, speedier clearing of cheques through computerisation of clearing houses, speedier collection of outstation cheques through increasing use of special courier services, creation of machinery for quick redressal of customers grievances and extending to small depositors the facility of immediate credit in respect of outstation cheques upto Rs. 2500/-.

It has also been the endeavour of the Government to bring about increased interface between customers and the bank executives with a view to facilitating quick redressal of grievances and also promoting mutual understanding.

Implementation of the measures and their impact on the quality of customer service are being continually monitored by the Government and the Reserve Bank of India.

Workshop organised by Indian Institute of Foreign Trade

27. SHRI MAHENDRA PRASAD : Will the Minister of COMMERCE be pleased to state :

(a) whether a workshop held in the first week of October 1986, organised by the Indian Institute of Foreign Trade, emphasised the need for change in environment for better export performance;

(b) if so, what specific suggestions for change in export strategies were made at the workshop; and

(c) what is Government's reaction thereto?

THE MINISTER OF COMMERCE (SHRI P. SHIV SHANKAR): (a) Yes, Sir.

(b) The following suggestions were made at the Workshop:—

(i) Innovation and adaptation in Export Marketing processes and techniques to conform to the new trading environment.

(ii) Special emphasis to be laid on joint ventures in other developing countries in view of their inherent trade creating effects.

(iii) Proper import management along with export promotion and export incentives to be based on product acceptability rather than on mere product entry.

(iv) India should take advantage of the opening up of the Japanese economy.

(v) In view of the falling interest rates, India should re-negotiate its financial deals to its advantage.

(vi) Counter-trade needs more attention than ever before.

(vii) South-South Cooperation needs to be promoted by means of linkages between trade, aid and investment applied even at micro level. Concerted action from third world countries required to withstand the dominance of the dollar in the international currency markets; its substitution with SDR is essential.

(c) It is too early to indicate the reaction of the Government on the suggestions made at the workshop, as the Institute itself will need to go into them first.

Women workers in organised manufacturing sector

28. SHRIMATI KANAK MUKHERJEE : Will the Minister of LABOUR be pleased to state :

(a) the total number of women workers in the organised manufacturing sec-